

**KENTUCKY RETIREMENT SYSTEMS
CLASS SPECIFICATION**

CLASS TITLE: SERVICE DESK MANAGER	
DATE CLASS ESTABLISHED: 03/01/2011	DATE OF LAST REVISION: 11/01/2015
SELECTION METHOD: 100% QUAL Detail Resume Required with Application	SALARY: (MIN-MID) \$4,350 - \$5437 GRADE: R

MINIMUM REQUIREMENTS: MINIMUM REQUIREMENTS ARE COMPREHENSIVE STATEMENTS OF THE MINIMUM BACKGROUND AS TO EDUCATION, EXPERIENCE, AND OTHER QUALIFICATIONS WHICH WILL BE REQUIRED IN ALL CASES AS EVIDENCE OF AN APPOINTEE'S ABILITY TO PERFORM THE WORK PROPERLY.

EDUCATION: Graduate of a college or university with a bachelor's degree in computer science, information systems, or related field.

EXPERIENCE: Eight years of service desk or computer support experience.

SUBSTITUTION FOR MINIMUM REQUIREMENTS

EDUCATION: Related technical or vocational training will substitute for the bachelor's degree requirement on a year-for-year basis. Earned college hours will be credited toward degree requirement. A master's degree in computer science will substitute for one year of required experience. Related professional certifications will substitute based on the years required by the certification

EXPERIENCE: Experience in service desk management, technical support, business analysis, phone system support, mobile device management, statistics, or a related field will substitute for the bachelor's degree requirement on a year-for-year basis.

SPECIAL REQUIREMENTS: (AGE, LICENSURE, REGULATION, ETC.)
Relevant industry recognized certifications are desired

CHARACTERISTICS OF THE CLASS: CHARACTERISTICS OF A CLASS ARE GENERAL STATEMENTS INDICATING THE LEVEL OF RESPONSIBILITY AND DISCRETION OF POSITIONS IN THAT JOB CLASSIFICATION.

The Service Desk Manager's role is to oversee the entire service desk staff and ensure that business users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end service requests, including the monitoring, tracking, and coordination of service desk functions. The Service Desk Manager owns the primary responsibility for the stable operations and support needs of Kentucky Retirement Systems staff, employers, and members.

REQUIRED SKILLS INDEX

Planning and Organization	Provides leadership and long-term planning for systems support; directs the activities of support analysts
Project Management	Plans project alternatives; responsible for completing a significant portion of the highly complex projects
Business Knowledge	Understands KRS' business operations and the role of the service desk in supporting business functions
Technical Knowledge	Considered the support expert. Possesses advanced knowledge regarding KRS' enterprise support functions
Solution Development	Evaluates, designs, and maintains complex support policies and procedures
Triage	Responsible for the triage and resolution of all KRS' support issues within Service Level Agreements
Consultancy	Manages the support relationship with senior management, directors, and vendors

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE CLASSIFICATION: EXAMPLES OF DUTIES OR RESPONSIBILITIES ARE NOT TO BE CONSTRUED AS DESCRIBING WHAT THE DUTIES OR RESPONSIBILITIES OF ANY POSITION SHALL BE AND ARE NOT TO BE CONSTRUED AS LIMITING THE APPOINTING AUTHORITY'S ABILITY TO ADD TO, OR OTHERWISE ALTER THE DUTIES AND RESPONSIBILITIES OF A POSITION. THE USE OF AN INDIVIDUAL EXPRESSION OR ILLUSTRATION AS TO DUTIES OR RESPONSIBILITIES SHALL NOT BE REGARDED AS EXCLUDING ASSIGNMENT OF OTHERS NOT MENTIONED WHICH ARE OF SIMILAR KIND OR QUALITY.

- Establish and enforce Service Desk Service Level Agreements, consultation with business owners to establish problem resolution expectations and timeframes.
- Analyze performance of Service Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems.
- Track and analyze trends in Service Desk requests and generate statistical reports.
- Manage the processing of incoming calls to the Service Desk via both telephone and e-mail to ensure courteous, timely, and effective resolution of end user issues.
- Design and enforce request handling and escalation procedures.
- Oversee development and dissemination of help sheets, usage guides, and FAQ lists for business users.
- Identify and recommend end user training programs to increase computer literacy and self-sufficiency.
- Oversee the development, implementation, and administration of Service Desk staff training.
- Plan and conduct performance appraisals of Service Desk staff.
- Perform other duties as required.

TYPICAL WORKING CONDITIONS AND UNIQUE PHYSICAL REQUIREMENTS: INCUMBENTS IN THIS CLASSIFICATION WILL TYPICALLY PERFORM THEIR PRIMARY JOB DUTIES UNDER THESE CONDITIONS, HOWEVER, THESE CONDITIONS MAY CHANGE ON OCCASION IN PERFORMING THE DUTIES OF AN INDIVIDUAL POSITION.

Work is typically performed in an office setting.

THE KENTUCKY RETIREMENT SYSTEMS DOES NOT DISCRIMINATE ON THE BASIS OF RACE, ETHNIC ORIGIN, COLOR, CREED, RELIGION, GENDER, SEXUAL ORIENTATION, AGE, DISABILITY OR POLITICAL AFFILIATION. THIS DOCUMENT IS AVAILABLE IN ANY ACCESSIBLE FORMAT UPON REQUEST TO THE HUMAN RESOURCES DIVISION: KENTUCKY RETIREMENT SYSTEMS.